



Multi-Factor Authentication Coming to Your Citizens' eCommerce Accounts on June 30th

1 message

The CentralSquare Team <info@mail.centalsquare.com> Tue, Jun 16, 2026 at 2:35 PM
Reply-To: info@centalsquare.com



CENTALSQUARE

We are writing to let you know that on **June 30, 2026**, CentralSquare will be enabling Multi-Factor Authentication (MFA) for all USTI/Asyst eCommerce accounts. This is an important security enhancement designed to better protect your citizens' accounts and the data within them.

This change affects your citizens who use the eCommerce portal to view or pay their bills online. No action is required on their behalf prior to June 30th — the new login experience will take effect automatically on the go-live date.

What This Means for Your Citizens

Beginning June 30th, when a citizen logs in to the eCommerce portal, they will be prompted to enter a six-digit verification code in addition to their existing username and password. That code will be sent to the email address associated with their account at the time of login.

What Citizens Need to Do Before June 30th

Citizens should verify that the email address on file for their eCommerce account is current and accessible. If a citizen's email address needs to be updated, they can do so by logging in to their account prior to June 30th, or by contacting your office for assistance.



What Citizens Can Expect on and After June 30th



1. Navigate to the eCommerce portal as usual.
2. Enter username and password.
3. A six-digit verification code will be sent to the email address on file.

4. Enter the code when prompted to complete login.

We encourage you to share this information with your citizens ahead of the go-live date, so they are prepared for the updated login experience.

If you have any questions or need assistance, please contact CentralSquare
or 833-278-7877 (833-CST-SUPP).

Thank you for your continued partnership.

1000 Business Center Drive, Lake Mary, FL 32746

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